

Says

UI not friendly. User don't want type in the small window with a robot.

Chatbot is not smart enough to help user solve their problem

Confuse about how Chatbot will help them achieve their goal

Feels

Not a good experience, user can only follow the preset user flow.

Don't get the result want, need more time to find solution

Not helpful, I would rather find answer by myself.

So frustrating when trying in the small windows



User

More clear user interface

Great experience that help user get what they need quickly

User quit for the chatbot immediately

User don't like to typing and need more time a problem solve.

Need better typing experience

Save and security message experience

User will's attitude drop low when they realize the chatbot wresting their time

User like to use simple language to interact with the Chabot

Thinks

Does

Pains

Users generally frears to trust everything available on the internet.

Taking lot of time to load will frustrate the users

Whether the bots are authorized by the bank

Gains

Precise results

Quick progress in a short time

Dealing problems on their own